



## Computer/Electronic Accommodations Program

# 2017

Annual Stakeholders Report  
**#MakingGoodHappen**



U.S. Department of Defense  
Defense Personnel and Family Support Center

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# From the Director



Throughout a year of change, the Computer/Electronic Accommodations Program (CAP) continued to focus on its core mission areas – providing assistive technology and accommodations to our customers. CAP maintained its commitment to removing barriers to employment for federal employees and wounded, ill, and injured service members. This commitment was fulfilled as CAP provided 16,232 accommodations in fiscal year 2017 (FY17), surpassing the record breaking 14,253 accommodations provided to federal employees and service members in FY16.

More important than the records broken is our consistent level of excellence in customer service, maintaining agency partnerships, commitment to mission, and accountability in achieving program objectives. These are a few of the enduring tenets included in our core values that drive the way CAP serves its customers and treats its employees. These tenets help us to remember that **making good happen** is the true measure of our success and will remain inherent in every aspect of our mission.

As the Federal Government's centrally-funded accommodations program, CAP provides assistive technology and services **free of charge**, with the support of the Department of Defense (DoD), our federal partner agencies, the CAP staff, our customers and our new home within the Defense Personnel and Family Support Center. This allows us to continue to focus on what CAP does best – care.

The accommodations CAP provides, to DoD personnel and its 69 federal partner agencies to whom we remain committed, is evidence that we are **making good happen**. CAP recognizes the importance of agility and steadfast commitment to deliver products and services that remove barriers to employment for federal employees with disabilities. A year of transformation and the future initiatives will allow CAP to remain a go-to agency for accommodations.

I had the honor of becoming the Director of CAP this fiscal year. I look forward to the challenge and our continued ability to support those in need. CAP is a program that has maintained a long track record of success and FY17 was no exception. Through exceptional dedication and customer service, the quality and quantity of work this team produced is both commendable and admirable.

There is still much work to be done, and we will continue to improve moving onward and upward as a program rooted in customer impacts, whose focus remains on **making good happen**.

Curtis D. Bell  
Director, Computer/Electronic Accommodations Program

# Our Accommodations

Accommodations can be the key to helping individuals with disabilities complete essential job functions and tasks. Accommodations can also provide employers the opportunity to retain valuable employees, and promote diversity within the workplace. CAP can provide assistive technology (AT) as a form of reasonable accommodation to federal employees with disabilities, and wounded, ill and injured service members. As a centrally-funded Department of Defense resource, CAP accommodations are provided at no expense to the individual or agency. This allows CAP to equip employers with a cost-effective way to support a positive work environment for individuals with disabilities.

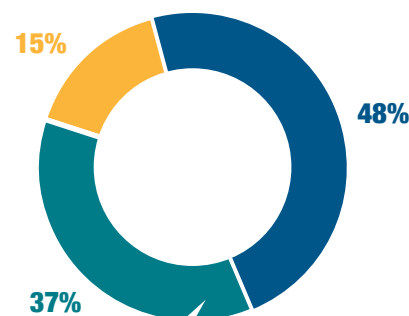
CAP provided a record breaking 13,694 accommodations to 5,747 employees in the Department of Defense, and 2,538 accommodations to 1,127 employees in CAP's 69 federal partner agencies for a total of 16,232 accommodations to 6,874 employees with disabilities in FY17. CAP attributes the increased number of requests submitted to

our user-friendly request process and increased engagement efforts. Customers can easily access the request form on our website, and the in-depth descriptions of the AT CAP can provide gives insight to a customer who may have questions about a specific product.

If a customer is unable to determine which products will most effectively assist with completing their essential job tasks, a needs assessment may be beneficial. During the needs assessment process, a CAP representative tailors the request process to an employee's individual needs in order to identify the appropriate AT tools.

CAP has conducted a total of 1,052 needs assessments in 2017, assisting customers to receive AT designed to meet their specific needs. CAP recognizes the importance of an impactful and secure accommodation request process, and the positive relationship with our customers and stakeholders allows CAP to continue providing a record breaking number of accommodations.

## Accommodations Profile by Customer Group



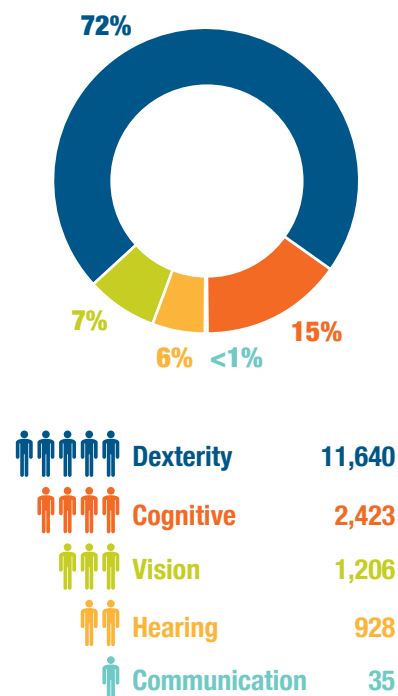
### Service Members

3,528 Army  
1,430 Navy/USMC  
708 Air Force  
1 Coast Guard  
268 National Guard

**5,935 Accommodations**

Service Members	5,935
DoD Employees	7,759
Non-DoD Federal Employees	2,538
<b>Total Accommodations</b>	<b>16,232</b>

## Accommodations Profile by Disability



	Dexterity	11,640
	Cognitive	2,423
	Vision	1,206
	Hearing	928
	Communication	35

**Total 16,232**



# Our Partnerships

In FY17, CAP's partnerships grew stronger, both within the DoD and with our 69 federal partnering agencies. Through communication efforts, CAP has been able to participate in a number of panels, working groups and meetings in order to increase the strength of our existing partnerships. This engagement exemplifies CAP's belief that ongoing learning through true teamwork provides opportunities for growth.

Collaborations such as the DoD access and assistive technology working group bring DoD agencies together to address inconsistencies experienced when certifying and approving assistive technology (AT) throughout DoD. The Federal Exchange on Employment and Disability (FEED) meetings discuss other related challenges, such as changes in personal assistant services, as mandated by the recently updated Section 501 regulation also provide CAP with the opportunity to learn more about the disability community we serve.

The relationships we build with our partners is an integral piece of CAP's success. To strengthen those relationships, CAP implemented a campaign to re-establish

relationships with our partnering agencies who have been inactive over the last several years. This campaign included efforts by the entire CAP team to increase awareness and communication with those agencies. As a result of that campaign CAP increased its communication with inactive agencies by 24 percent.

Increasing interaction, communication and rapport with our partners allows us to better meet the needs of our customers. The Forest Service was in need of AT at locations across the country and CAP provided accommodations through our Partner Accessibility & Communications (PAC) initiative to help meet some of those needs. We also provided needs assessments for agencies that don't have easy access to assessors, such as the Merit Systems Protection Board and the Department of Homeland Security. We were also able to expedite the request process when we became aware that the Defense Finance and Accounting Service (DFAS) and the National Aeronautics and Space Administration (NASA) have processes for conducting internal needs assessments. This streamlined process allowed CAP



(top) CAP team member Whitney Code and Federal Labor Relations Authority POC Michelle Martin.



(bottom) The U.S. Army Force Management Support Agency invited CAP team members to provide onsite needs assessments at Fort Belvoir.

**“Alone we can do so little; together we can do so much.”**

– Helen Keller

to provide the accommodations identified by the agency with less follow-up between CAP and the customers who needed the items.

Growth in our partnership involvement and information sharing compels us to drive our expertise and industry knowledge forward as a program that endlessly strives to be a better resource for our partners.

# Our Initiatives

CAP thrives on inclusion of individuals with disabilities and limitations through our PAC, Service Member and Employment initiatives. These initiatives support the employment lifecycle, increase awareness and availability of assistive technology (AT) and remove the cost of accommodations as a barrier for federal employees with disabilities.

## Service Member Initiative

CAP's Service Member initiative serves two groups: wounded service members (WSMs) and service members who are continuing on active duty (COAD). Since its start in 2004, the program streamlined the request process in order to accommodate unique needs of service members. This year, CAP provided a total of 5,935 accommodations to both WSM and COAD service members. WSMs are service members who are going through the recovery and rehabilitation process, and includes service members who plan to transition out of the military. These service members are typically assigned to warrior transition battalions or military treatment facilities, and typically request AT geared toward cognitive and dexterity conditions.

WSMs are entitled to keep AT provided by CAP in order to transition into civilian society successfully. COAD service members intend to

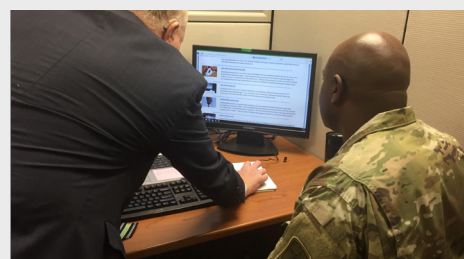
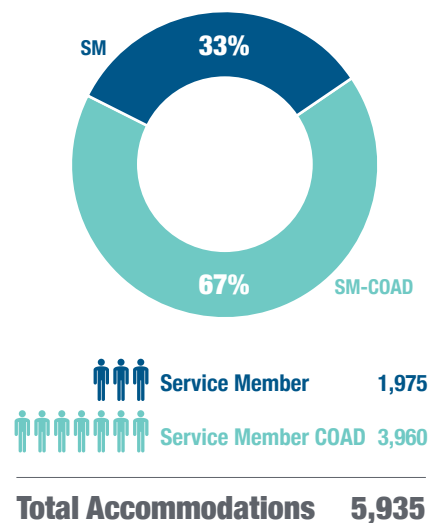
stay within the military, and while they may have limitations such as carpal tunnel or degenerative disk disease, their AT is the property of the COAD's command or agency.

## Partner Accessibility & Communications

The CAP PAC initiative provides AT to increase access to federal programs and services for individuals with disabilities. PAC allows agencies to provide accommodations to help individuals with disabilities in libraries, customer service centers, national parks, national forest and other training services and programs. As a result of the PAC initiative, 211 accommodations were provided in FY17. Agencies who have received PAC accommodations reported a positive impact on their accessibility features.

In 2017, PAC provided accommodations to Grey Towers, a historic mansion and home to the first U.S. Forest Service chief and two-term Pennsylvania Governor Gifford Pinchot. It was visited by Theodore Roosevelt and many other early 20th century dignitaries. Grey Towers hosts thousands of visitors each year for tours of the historic residence. Testimonies from agencies such as the U.S. Forest Service illustrate the importance of accessibility and inclusion of all individuals.

## Accommodations for Service Member and Service Member-COAD



(top) Members of the Naval Sea Systems Command (NAVSEA) team stopped by CAPTEC to view some of CAP's available AT.

(middle) CAP team member Jeffrey Dallos provides an onsite needs assessment to a Service member.

(bottom) The U.S. Department of State Office of Accessibility and Accommodations stopped by CAPTEC to learn about the #AssistiveTechnology CAP can provide.

“ Among the 160 million annual visitors to the National Forests, 12 million are people with disabilities. The Forest Service needed assistance in how best to improve information exchange between their staff and visitors who have low vision or who are deaf or hard of hearing. To date, 26 visitor centers have received accommodations through CAP’s Public Accessibility & Communication (PAC) Project. This equipment is making an important difference for visitors. The Forest Service is a great fan of the PAC initiative!”

– Janet Zeller, National Accessibility Program Manager, U.S. Forest Service



## Employment Initiatives

CAP works closely with federal agencies through employment initiatives in order to make the Federal Government the model employer of individuals with disabilities. Through these employment initiatives, CAP promotes the capabilities of an employee to come to work, stay at work and return to work.

### Come to Work

If an agency is employing a Pathways or Workforce Recruitment Program participant, these individuals can be accommodated through CAP’s Term/Temporary Appointment program. In FY17, CAP provided 48 accommodations to individuals who were in term/temporary appointments.

### Stay at Work

While CAP does not provide accommodations for preventive

purposes, the CAP Work-Life Wellness efforts were developed to combat ergonomic related injuries and help individuals remain productive in the workplace. The Workplace Ergonomics Reference Guide and the ergonomics online training module provides individuals information on preventing ergonomic-related injuries. Work-life wellness is beneficial for all individuals, even those who do not qualify for CAP products and services. In addition to working with agencies who employ individuals working in office locations, CAP also provides accommodations for federal employees who telework as a form of reasonable accommodation. This year, CAP had a total of 244 individuals obtain 930 accommodations for telework locations. These include accommodations provided for an employee’s office and telework location.

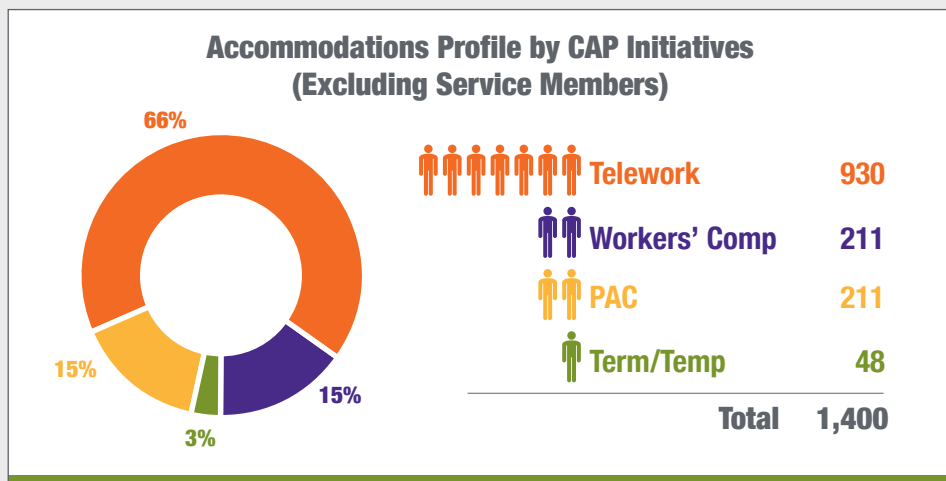


CAP team member Jeffrey Dallos demonstrates AT at a Workforce Recruitment Program (WRP) event.

## Return to Work

CAP partners with employers and workers’ compensation beneficiaries to support their return to work by providing AT that will assist them in completing essential job functions and tasks. CAP customers who are receiving workers’ compensation benefits have the option of submitting their workers’ compensation letter as medical documentation when requesting accommodations through CAP. In 2017, CAP provided 211 accommodations to workers’ compensation beneficiaries.

Our initiatives help CAP provide an effective accommodation process based on individual needs. CAP will continue to expand our employment initiatives in order to help federal employees with disabilities accomplish essential job functions and tasks, and to help make federal facilities and information accessible to all.



A collage of circular images featuring various people, including military personnel, healthcare workers, and individuals with disabilities, alongside symbols like a brain, a heart, a hand, and a speech bubble, representing the diverse community of the Department of Defense.

# #MAKINGGOODHAPPEN

## Social Media and Website

One way CAP promotes engagement is through social media. CAP social media also saw growth in engagement, with Facebook gaining a total of 198 followers, 394 Twitter followers and 12,124 YouTube views. This year, [www.cap.mil](http://www.cap.mil) had a total of 115,513 website visits. Our website and CAP social media platforms yielded a 33 percent increase in engagement from FY16, in part due to the use of multimedia content that highlighted interesting and engaging content within the disability community.

CAP integrated the initiatives of partner agencies and disability industry influencers to provide customers

with valuable information outside of CAP's scope, such as the Social Security Administration's Ticket to Work Program, the Job Accommodation Network (JAN) and the Employer Assistance and Resource Network on Disability Inclusion (EARN). Additionally, CAP hosted a twitter chat and participated in four others to increase engagement with agencies who share CAP's goal in enabling individuals with disabilities and service members to maintain, increase or improve their functional capabilities. Overall outreach engagements for FY17 allowed the CAP message to reach the wide audience of 705,663 who may benefit from CAP.

## Outreach Materials

CAP also created videos and trainings, which can be a valuable resource for not only CAP customers, but to all individuals who are interested in learning about assistive technology (AT) and disability etiquette. This year, CAP released several new online training modules, including a module focused on interacting with individuals with non-obvious disabilities. This training is part seven of the CAP disability etiquette series focused on teaching methods for communicating and interacting with individuals with disabilities. CAP also created several webinars, including a webinar that highlights the importance of the CAP needs assessment. These videos and training have garnered a total of 6,126 views since their creation. Another method used to provide audiences with information are the CAP email communication blasts (e-blasts) which provide CAP customers and stakeholders with interesting facts happening in or around the CAP realm. These e-blasts are created twice a month, and include interactive content such as CAP updates, quizzes, true or false questions and interesting facts. By the end of FY17, 32,177

individuals were subscribed to receive CAP e-blasts.

## Events

CAP values participation in events as it assists in maintaining relationships with our customers and stakeholders. CAP offers presentations, exhibits and trainings to the Department of Defense, our partner agencies and others who would benefit from CAP. In FY17, CAP attended 63 events across the country to inform attendees about the products and services CAP can provide. In January, CAP participated in the Assistive Technology Industry Association (ATIA) conference to learn about new AT that may be relevant to CAP customers. In June, CAP also attended the Chesapeake Health Education Program Inc. (CHEP) Workers' Compensation Conference in Baltimore to develop additional competencies on how workers' compensation can affect accommodation requests. Events such as these serve as training opportunities that help the CAP team gain extensive knowledge on relevant topics in order to continually become a better resource for customers and stakeholders.



(top) CAP released several new trainings and webinars this year.

(middle) CAP team member Melinda Given #OnTheRoad at the yearly Assistive Technology Industry Association (ATIA) Conference.

(bottom) CAP team members Whitney Code and Jerome Lyons #OnTheRoad at the Department of Defense Inspector General sponsored Diversity Day Event.

**“** I’m a CAPTEC accommodation recipient and wanted to send praise for your [e-blast] write-up titled, “You Don’t Look Like You Have a Disability: A Non-Obvious Disability Scenario.” This relates quite a lot to me as a working and functioning professional with Fetal Alcohol Spectrum Disorder and Autism Spectrum Disorder/Asperger’s...It takes a tremendous outlay of energy every day to stretch and adapt. This daily outlay of effort often keeps me in a state of chronic exhaustion, and that becomes a challenge in itself.

...I have a difficult time explaining that I’m a functioning, disabled adult in a GS-12 position who seems to be relatively normal on the surface - but it takes massive personal effort, along with accommodations and the involvement of many people assisting, to function to such this level...We are all students in life, students of each other, so I try to educate [coworkers] about what it’s like to be a functioning professional with a complex and dynamically interacting set of developmental disabilities...”

– Daniel C., Department of Health and Human Services

## **CAP Technology & Evaluation Center (CAPTEC)**

CAPTEC is located in the Pentagon and affords customers the opportunity to find the assistive technology (AT) solutions that may work best for them by evaluating and demonstrating various AT. However, showcasing technology CAP can provide is only part of what makes CAPTEC a valuable part of CAP. The CAPTEC team also fielded over 2,900 phone calls, emails and walk-in visits from customers who have questions about CAP’s products, services and capabilities.

CAPTEC also provides comprehensive needs assessments to help people discover the most appropriate accommodations to help them accomplish job tasks. This year, new VTC technology was acquired, as well as additional AT and upgraded software to more effectively assess the 583 individuals with disabilities and wounded, ill and injured service members who required CAPTEC needs assessments in FY17. In

addition to providing a venue for customers to preview AT, CAPTEC also hosts tours to both large and small agencies and groups. This year, CAPTEC hosted a total of 70 tours, for organizations such as the Department of Health and Human Services, Department of Homeland Security, U.S. State Department and the DoD National Reconnaissance Office.

## **Feedback**

CAP values feedback from our customers. Understanding customer experiences is the best way to focus training and commitment on activities that add the most value to those we serve. We remain committed to continuous process improvement and strive to meet the needs of our customers by listening and staying agile in our ability to react to changing needs.

This year, CAP obtained a 90 percent satisfactory rating. CAP strives to provide outstanding customer service, and customer feedback is the opportunity for CAP to develop innovative ways to maintain positive customer experiences.

# Our Goals

## Our Plan for Fiscal Year 2018

With back to back years of new milestones and records, CAP has achieved much success in our current model. And while **making good happen**, we know we must continue to evolve to meet the changing accommodation and inclusion needs of our customers and partners while leveraging the support of our parent organization the Defense Personnel and Family Support Center. To move forward in a strategically aligned manner, we have defined the following goals for Fiscal Year 2018:

### Enhance Customer Relationships

Be responsive to customer needs by providing appropriate and justified assistive technology (AT), accommodations and support services to eligible customers. CAP will provide needs assessments, AT and accommodations for DoD and federal employees with disabilities, wounded, ill and injured service members and the partner agencies we support. Potentially expand locations to reach additional customers with disabilities and limitations throughout the US.

### Optimize Partnerships

Work with partner agencies to identify opportunities to positively impact reasonable accommodations at their agency, treatment facility, point of service or other locations by improving and increasing access. CAP will leverage technology and communication to identify customers with disabilities and

those who impact them with both accommodations and training resources.

### Operate and Enhance the CAP Technology & Evaluation Center (CAPTEC)

Operate and enhance CAPTEC capabilities to maximize the positive impact on the federal workforce in accommodating employees and complying with federal regulations. CAP will explore bringing needs assessments and technology evaluation support to more customers.

### Improve Operational Performance

Accomplish CAP mission in a cost-effective manner that is accountable, optimizes stewardship of resources and complies with requirements. CAP will measure and report our performance indicators as we seek efficiencies in all we do.



As we move forward to achieve our goals, we will not lose sight of our overarching values of **Customer Service and Care**. We know that to continue **making good happen**, we must never lose sight of the evolving accommodation and inclusion needs of a workforce that includes employees with a variety of disabilities and the service members that have and deserve our respect and support.

We look forward to working with you to **Support, Equip and Empower** our customers with disabilities to ensure inclusion drives innovation throughout DoD and our partnering agencies.



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